



Elizabeth Goolsby
Fayetteville VA Medical Center
Director

Table of Contents

- Pg 1...[Director's Forum](#)
Pg 2...[Veterans Get Gold](#)
Pg 3...[Swampdog Autographs](#)
Pg 4...[Patient Safety Tips](#)
Pg 5...[Construction Update](#)
Pg 6...[Upcoming Events](#)
Pg 7...[Employee Spotlight](#)
Pg 8...[Employee Spotlight](#)
Pg 9...[Nurses' Corner](#)
Pg 10...[VA Speech Pathologists](#)
Pg 11...[500 Athletes Registered](#)
Pg 12...[Hatch Act](#)
Pg 13...[\\$1.7M Phone System](#)
Pg 14...[Kudos & Cheers](#)
Pg 15, 16...[Phone Directory](#)

Director's Forum

by Elizabeth Goolsby

During the month of July, our thoughts turn to picnics, vacations with families and friends, and hot summer days. It is also a time to reflect on the founding of our country and the brave men and women who were part of that process and those who continue to uphold our hard fight for freedom.

Recently, several of the staff from the Medical Center had an opportunity to serve as coaches, mentors or assistants for participants in the wheelchair games in Richmond. Some of those athletes were our patients from Fayetteville or one of the (Community Based Outpatient Clinics) CBOCs.

The participants were recently wounded service members from our current conflicts. Others were from WWII, Korea, Vietnam and all periods of service in between. Each participant commented not on their disability or what they may have lost, but rather on what they can do and the abilities they currently have. The spirit of competition was fierce, the energy level high, and pride in country was evident. **It was a humbling experience to be able to place gold, silver or bronze medals around their necks after a hard fought sporting battle.** The "Can-Do" spirit and the sense of mission were evident.

[Continued on page 2](#)



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Locally, we have evidence of that same “Can-Do” spirit and sense of mission in the sixty-one staff members who have been deployed in support of OEF/OIF/OND. These staff members set aside their lives to support their country when duty called. They continue to serve every day by caring for fellow Veterans in our Medical Center, Village Green, CBOCs, Dialysis Center, and administrative locations. Their pride in country is evident. The willingness to help others is a strong motivator for them.

On July 31st, we will celebrate their service and sacrifice. In a small way, we will say “thank you.” When you see one of these American heroes – say “thank you.”



To contact Fayetteville VAMC OEF/OIF/OND office, call Angie Moore at 910-488-2120 ext. 5835

Fayetteville VAMC Veterans bring back silver and gold!

Two friends returned home and back to work at the Fayetteville VA Medical Center (VAMC) after winning bronze, silver and gold medals at the 32nd National Veterans Wheelchair Games held June 25-30 in Richmond Virginia. Both are paralyzed Veterans who share the same message, ‘a wheelchair doesn’t control our lives; and we have the medals to prove it.’



Fayetteville VAMC Director, Elizabeth Goolsby, places medal on Ace Cruz at the National Wheelchair Games in Richmond, VA.

For Ronald Richardson, Army Veteran and voluntary liaison benefits advocate for the Paralyzed Veterans of America, this was his fourth time competing since 2006.

For friend, Marine Veteran Ace Cruz, this was his first time competing at the national level.

“I wanted to see if I could compete in these games,” said Cruz. “Each time I go to competitions, it brings out the best in me regardless of my disability,” said Cruz. “I control what I do in my life, not the chair.”

Richardson describes the games as a way to keep focused on the meaning behind three letters, P.M.A.

“To me, the games are a life after disability; a tool that keeps all of us with a Positive Mental Attitude,” Richardson added.

Both explained earning their medals wasn’t easy. It required training in archery and air rifling prior to the games. From January to June, they both trained with a Recreational Therapist in Richmond, VA through a program funded by the Fayetteville VAMC..

Wheelchair patients can inquire about the program by talking with their local Recreational Therapist.

To see their competition photos, go to [page 3](#).

Community Living Center residents and homeless Veterans get autographed baseballs from the Fayetteville Swampdogs

by David A. Zentmayer, FVAMC Coaching & Mentoring/Supervisors Training Coordinator

Each year, the Non-Supervisory Leadership Development (NLD) participants are required to complete an action learning project as culmination of the nine month learning and professional development program. The FY 2012 class chose to take some of our Community Living Center Veterans and homeless Veterans to a Fayetteville Swampdogs baseball game. The team leaders, Antonette Fennell and Towanda Rambert, organized their fellow students into committees and put a solid plan together for transportation, nursing, volunteers and food. The team was assisted by the Mid-Atlantic Advancement Program (MAP) participant Janine Mason. Janine helped the NLD leaders with planning and completed the project management documentation for the MAP program.



The original plan was scheduled for a July 10 game at the Swampdogs home, J.P. Riddle Stadium, but severe thunderstorms forced the game to be rescheduled on July 17. The plan was executed flawlessly, but we didn't get the number of Veterans as originally scheduled. Nevertheless, **Veterans who attended had a great time and the Swampdogs presented them with autographed baseballs.** The students set up a Veterans Affairs information table before the game and answered questions from several fans. The weather was perfect and a good time was had by all.

The NLD students for FY 2012 are: **Glenn P. Allen, William T. Clark, Antonette S. Fennell, Tracey N. Johnson, Elsa L. Johnson, Melinda L. Longmire, Trena G. Marshall, Bridget G. McNatt, Lindsey R. Mixon, Towanda A. Rambert, Walter E. Roberts, Matthew L. Smith, Kim P. Strange and Shaneka N. Thompson.** They completed classes in Personal Development Planning, Intro to the High Performance Development Model and Self-Assessment, The Role of a Mentee, Myers-Briggs Type Indicator and Career Choices, Managing Upward, Resume Writing, Preparing for a Performance Based Interview and the Action Learning Project. ***Their graduation is scheduled in the near future. When you see our graduates in the medical center, please congratulate them on their accomplishments.***

For more information about the NLD, MAP, or Leadership Development Institute (LDI), contact David Zentmayer in Learning Resources at (910) 488-2120 ext. 7377.



(Left) Marine Veteran Ace Cruz and (Right) Ronald Richardson, Army Veteran, competed in archery and billiards at the



National Wheelchair games. They also competed in air rifling.



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Patient Safety Tips

by Clare Snow, Patient Safety Manager

Patient Safety must be the goal of every person here at the VA in Fayetteville, NC. Why? Because we want our Veterans to have the best care anywhere. Our Veterans trust us to treat them in a comprehensive, caring and safe manner every time they visit us.

How do we accomplish this? One way is to properly identify the Veteran. Now I know many of you will say, "I know Mr Jones. He comes in every month for his treatment. I could never forget his name." Well, strangely enough, I have seen incidents where a regular patient had the wrong blood drawn, or been given a wrong medicine or received a wrong treatment because someone didn't take the time to ask them to verify their name and date of birth.

How do we avoid this problem? We could put a system in place that would eliminate the chance for an error. When we are getting ready to draw some blood, we ask the patient to verify their name by reading the printed label. Then we put the label on the specimen in the presence of the patient. If we are setting up for a blood transfusion, we have two people check the blood. We involve the patient by asking their name or if they are unable to respond, we check their name band.

Sometimes our patients may say, "I already told you my name" or "I am here every month, you should know my name by now." **This is an opportunity to educate our patients and teach them to *insist* that every one of their caregivers verify their name and date of birth or name and social security number.**

For questions call Clare Snow, Patient Safety Manager, at 910-488-2120 ext. 5097 or visit the VA National Center for Patient Safety web site at www.patientsafety.gov/



*We urge you and your family to become part of
our patient safety team.*

For our patient safety program to be truly effective, we need you to
be fully informed and actively involved in your care.

What does your involvement in patient safety mean to you and your family?

- ✦ It means we need you to provide detailed information about your condition.
- ✦ It means that you should clearly understand your diagnosis and treatment plan and know what to expect.
- ✦ It means keeping us informed of any changes in your condition, good or bad, such as an allergic reaction to a drug.
- ✦ It means we want you to speak up when you have a question about any aspect of your care.

We want you to become a partner in the development of a safe care plan. Your active involvement will help us consistently do the right thing at the right time for the right person – ***you!***



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CONSTRUCTION UPDATE



Fayetteville VAMC campus construction moves forward to build a new \$2.5 million Annex to house four Primary Care Teams that will be relocated from the main hospital to the first floor of the new annex. The second floor will be used for administrative programs, home-based primary care, medical foster home program and allow some space for the Mental Health hiring initiative. Access to the annex will be convenient and provide a private facility for specialized programs. It will also free space in the main hospital for Primary Care. Staff in mobile units 41 and 42 will be relocated to this annex while the medical center completes work to construct a new Community Living Center on the Northwest corner of campus. The estimated completion date is set for this September with anticipated occupancy by October.



The new 10,000 square foot Goldsboro Community-Based Outpatient Clinic is well on its way and generating lots of excitement throughout Wayne County. This month, blocks were stacked up 10 feet tall around the building to include door and window openings. The rebar concrete reinforcement was placed and passed inspection. The contractor poured the first part of the walls up to 10 feet. Next, they will stack the rest of the blocks up to the final 18 foot height and complete the pouring process.

Watch a video of the concrete pour process at www.Facebook.com/FayettevilleVAMC. Once completed, the clinic will have expansion capability to serve up to 18,000 Veteran patients. The estimated completion date is set for 2013.

The 108,000 square foot Wilmington Health Care Center located on 1705 Gardner Road in Wilmington, NC continues growing! Once completed, the HCC will provide exceptional health care to Veterans in the Wilmington and Brunswick communities and throughout coastal Carolina. During the month of June, construction installation included placing drywall, adding roof drains, finishing brick veneer on North side and beginning lawn seed and sod placement. According to Senior Resident Engineer Mike Martino, "We expect to have substantial completion and occupancy by January 2013."



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UPCOMING EVENTS

July/Aug: Celebrate Employee Health with exercise activities scheduled on the FVAMC Health Promotion and Disease Prevention Calendar. Sign up for free Tai Chi and Zumba classes. Contact LeShonda Wallace, Health Promotion Disease Prevention Program Manager for FVAMC & the Village Green Annex, at 910-488-2120 ext. 4149 or email LeShonda.Wallace@va.gov.



Aug. 3: Join us to plan FVAMC Women's Equality Celebration by participating in the Support Planning Committee located in building 4, room 120, or participate by phone through VANTS by calling 1-800-767-1750 and entering conference code 20472. Call LeShonda Wallace at 910-488-2120 ext. 4149 for more information.

Aug. 14: FVAMC Healthcare for Homeless Veterans Program (HCHV) will host a Homeless Veterans Summit focused on meeting the needs of our homeless Veterans and their families. We invite our community partners to participate by bringing their informational brochures and handouts for display. This will allow participants to exchange information and become more knowledgeable of the services provided throughout our community. We encourage participants to arrive early to complete registration. **Participants must RSVP by Aug 10 to Ennit.Bryant@va.gov.** In the RSVP email, identify your organization and the number of participants. Thank you again for maintaining your interest in eliminating homelessness. We look forward to meeting everyone and sharing great ideas. For more information, contact Ennit Bryant, Program Support Assistant, Health Care for Homeless Veterans Programs at 910-488-2120 ext. 7744.

Aug. 15: FVAMC Chapel Service, Catholic Holy Day of Obligation - Assumption of Blessed Mother. Mass starts at 12:00 noon at the medical center chapel. For more information, call Chaplain Services at 919-488-2129 ext. 7031/5906.

Aug. 27-31: FVAMC will proudly join the Nation in celebrating Women's Equality Day during the week of Aug 27-31. Congress designated Women's Equality Day on August 26 in 1971 to honor women's continuing efforts toward full equality. For more information on the VA Federal Women's Program, email Leshonda.Wallace@va.gov or call 910-488-2120 ext. 4149.



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Employee Spotlight

Meet Pam Rustin, FVAMC Associate Chief, Social Work Service

-What is your new role in serving our Veterans?

My role is a personal one. While I have not served in the military, members of my family have represented every military branch of service. Since I am from a military family, I know what every Veteran has sacrificed and contributed to our country to ensure our freedom as an American. I will work systematically and diligently to problem solve and provide the leadership to ensure our Social Worker areas are staffed, trained and ready to serve our Veterans.



-How did your previous job prepare you for this one?

As the Clinical Director of an Army Substance Abuse Program in Wiesbaden, Germany, I worked with active duty Soldiers, Airmen, and the Marine Security Guard for nine years. I saw first hand the sacrifices as young mothers walked across the military base grounds carrying a backpack and a 6-month-old baby as she prepared for deployment. Then, I was responsible for program development of clinical services for active duty military who were preparing for and returning from combat areas to include services for their family members. No matter the era, the Veterans we serve have suited up and showed up for freedom; now, I want to suit up and serve them to the best of my ability.

-How do you plan to improve the program? I believe employees desire to do their best and look to leadership for support and guidance. To ensure employees and Social Workers are able to do their best, I feel it is my responsibility to do whatever I need to do to equip the Social Worker with the training and tools to accomplish the mission of the VA and the Medical Center Director. I will look at myself first to see if I have done what needs to be done to build the confidence and self-assurance with the Social Workers in doing their respective duties. Then, I will do everything I can to build teams. We all must work together in each department and among departments to provide excellence in everything we may be faced with to provide those services needed by our Veterans. I believe excellence is achievable in all those around me to contribute to a project or a goal as a team. I look forward to celebrating shared excellence in Social Work and serving Veterans.

- What information does a Veteran need to contact you or the program? I supervise several areas within the Department of Social Work to include the Care Giver Support Program, the Healthcare for Homeless Program, Outpatient Social Work, Dialysis, 3C, Long Term Care and Geriatrics. For more information call, 910-488-2120 ext. 7211 or 5742.

This year, the FVAMC's EEO/DAC was the first in VISN 6 to host a Lesbian, Gay, Bisexual and Transgender Special Emphasis Program (LGBT SEP). This placed the medical center in line with VHA's Office of Diversity and Inclusion (ODI) mission to make VA an employer of choice for an employee population as diverse as our Veterans. The program was established to help all employees better understand the needs of our LGBT staff and Veterans. Discussions began on how biases and preconceptions we all carry can prevent us, whether intentionally or not, from providing an environment of health care excellence for our Veterans. This will also allow opportunities for our staff to thrive in a professional environment. As the VA's Central Office held its 4th Annual LGBT Pride event this year, FVAMC will continue its support of LGBT staff and Veterans. The next meeting is scheduled for 2013. For more information about the program, contact Dr. John Hall, Health Behavior Coordinator, at 910-488-2120 ext. 4110.



Dr. John Hall hosted the first LGBT Awareness Day meeting at the medical center on June 28 with employees and representatives from the Equal Opportunity Office.
If you have questions or concerns, call EEO at 919-488-2120 ext. 7923.



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Employee Spotlight



Meet Cynthia “Cindy” Flynn, Presidential Management Fellow (PMF) in Administration. Ms. Flynn will spend the next two years at FVAMC.

Cynthia Vincent Flynn was selected from 9,077 applicants for the 2012 Presidential Management Fellows program. Of these applicants, only 628 were selected as finalists. This is a selection rate of less than 7 percent for a highly competitive program!

The Presidential Management Fellows (PMF) Program was established by Executive Order in 1977 to attract to the Federal service outstanding men and women from a variety of academic disciplines and career paths. These individuals have a clear interest in, and commitment to, excellence in the leadership and management of public policies and programs. Cindy will be known throughout our Health Care System as she participates in

a series of learning rotations to various clinical and administrative services as she works on long-term projects with many employees.

Biography: Ms. Flynn, enlisted in the Army in 1979 as a Combat Medic, then went to X-ray school at Fort Sam, Houston, TX. She earned a commission as a Transportation Corps Officer (Army Officer Candidate School) in 1983. She later retired in 2008 after nearly 29 years of service in the Army Reserve, National Guard and active duty. Cindy has more than 10 years of active duty service.

Education: Bachelor of Science in Human Resource Management (1987), Masters in Management with a concentration in Human Resources Administration (1990) and Masters in Business Administration (2012). She is currently working on her dissertation for a Ph.D. in Organization and Management. Her dissertation topic is “Veterans and entrepreneurship.” Please join us in welcoming Cindy as a new addition to our team!



Faculty from East Carolina University, Dr. Carl Haisch, Associate Dean of Faculty Development and Professor of Surgery, and Dr. David Musick, Associate Dean of Medical Education, met with Fayetteville VAMC Service Chiefs and the Chief of Staff, Anna Teague, M.D., on July 25. The meeting was held to discuss a faculty development program to strengthen and expand academic affiliations with the medical center. Both ECU and the medical center will develop programs on health care delivery for Veterans and provide clinical teaching for trainees in various disciplines.

Collaborative efforts will rely on Tele-health technology for provision of teaching and clinical care. Technology,

mutual interest and enthusiastic faculty have eliminated the distance barrier between ECU and the medical center. Fayetteville VAMC physicians Myneni and Witted have been communicating with their university counterparts to develop Residency Training Programs in the areas of Mental Health, Physical Medicine and Rehabilitation. Other collaborative areas of interests include Dermatology, Primary Care and Internal Medicine in the very near future.



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Nurses' Corner



Going Green with Curo *by Dee Garris, RN*

If you walk through the Intensive Care Unit (ICU) and the 3C unit, you may see a green Curo cap on a patient's IV.

So what are the green caps for?

Fayetteville VAMC is participating in a pilot program to evaluate the effectiveness of Curo caps.



The caps are attached to any open port either on the patient or on IV tubing. Curo caps provide a barrier to dirt and bacteria. After being in place for just 3 minutes, the area under the cap is considered sterile. This provides another level of protection for our Veterans from various types of IV or central line infections. Curo caps are made from 100 percent recycled material helping the medical center stay green! The word Curo means 'clean' in Greek.



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VA Speech Pathologists expand their mission to cognitive, telehealth, spinal cord and traumatic brain injury

by Bliss Adams, MS, CCC-SLP, Speech-Language Pathologist

Fayetteville VAMC speech-language pathologists have expanded their mission to include management of ventilator-dependent patients, cognition, palliative care, Telehealth, spinal cord injury, long-term care and Traumatic Brain Injury. Speech-language pathology is now designated as a core discipline in the evaluation and treatment of polytrauma in newly returned Veterans from Operation Enduring Freedom, Iraqi Freedom and Operation New Dawn.

At the medical center, Speech-language pathology is co-located with Audiology and also works with Physical Medicine and Rehabilitation, Neurology and Geriatric services. Speech-language pathologists are involved in outpatient and inpatient care including long-term care at nursing homes and community living centers. Initially, the profession focused on a wide variety of disorders from the management of stroke, geriatric diseases, degenerative neurological disease, head and neck cancer and dysphagia (difficulty in swallowing).

Speech-language pathologists evaluate and treat a wide range of conditions including voice, fluency, spoken language comprehension and verbal expression, swallowing, attention, memory, executive function, motor speech, reading and writing, cognition and accent reduction. Cognitive evaluation and therapy addresses deficits such as memory, attention/concentration, problem solving and organization

skills. They also play a key role in the evaluation, selection, and fitting of voice prostheses for Veterans who had surgery for laryngeal, pharyngeal or tongue cancer. Veterans who had degenerative neurological disease, stroke, spinal cord injury

or polytrauma (Traumatic Brain Injury) were evaluated, selected and trained by Speech-language pathologists for augmentative and alternative communication devices. Speech-language pathologists also use sophisticated imaging techniques such as video fluoroscopy and endoscopy to evaluate swallowing functions and make recommendations on safe diets to avoid complications of dysphagia such as choking, aspiration, pneumonia, malnutrition and dehydration.

VA speech-language pathologists made significant contributions to the recently released VA/DoD Stroke Clinical Practice Guideline which found strong scientific evidence that evaluation and treatment by Speech-language pathologists were beneficial and effective.



Speech Pathologist Bliss Adams conducts a swallow assessment using different food consistencies to evaluate Army Veteran Marcus G. Covington. A Speech Pathology Dysphagia consult is appropriate if a Veteran is having difficulty chewing or swallowing liquids, solids or medications.



Speech Pathologist Courtney Brown completes a cognitive evaluation with Army Veteran David Spaulding. This type of evaluation is appropriate if a Veteran is experiencing difficulty expressing their needs or comprehending language. This can occur following a stroke or a Traumatic Brain Injury.

Speech Pathology will be available at the new Wilmington and Fayetteville Health Care Centers.

For more information, contact Fayetteville VAMC Speech Pathology at 910-488-2120 ext. 7673.

FVAMC employees help register athletes for national wheelchair games

by David A. Zentmayer

The Fayetteville VAMC's Leadership Development Institute (LDI) participants assisted in registering more than 500 paralyzed Veterans for the wheelchair games in Richmond, VA. As part of the participants' Action Learning Project and completing a 10 month professional development program, the VISN 6 team was given the project of assisting the Richmond VAMC and the Paralyzed Veterans of America (PVA) teams with hosting the annual Paralyzed Veterans Wheelchair Games. This was the 35th Anniversary of the games originally started at the Richmond VAMC. In addition to assisting with the games, they were charged with writing standard operating procedures for the games next year in Tampa, FL.

Fayetteville VAMC participants included Elaine Nestell, Primary Care Nurse Manager and Lucille (Lucy) Williams, Chief, Food and Nutrition Service who volunteered for the registration team. This team was responsible for gathering and completing information on every participant in the games. This included travel and lodging arrangements, medical clearances, participant coach information, service dog requirements, on-site and event check-in. Needless to say, the team had numerous tasks to complete before the games even started. They worked in virtual teams on VANTS calls and live meetings for 45 days before the games started. **The process was streamlined enabling the team to register more than 300 Veterans in less than 25 minutes.**

It was certainly an inspiring time for the volunteers. Veterans with various levels of paralysis were eager to compete in their events. Sports events included air rifling, bowling, softball, obstacle course, archery, quad rugby, basketball, trap shooting, swimming, nine-ball, track, weightlifting, boccia, power soccer and field events. Veterans came from every state throughout the U.S. and the United Kingdom. **The games had more than 3000 volunteers from across the country.**

Lucy and Elaine did an awesome job with the registration team and are now completing the documentation to pass on to the organizers in Tampa. Lucy's husband, Bob (USAF retiree), and I also attended and assisted the registration team. This was one of the most rewarding volunteer events I've experienced in my life.

Fayetteville VAMC participants will graduate from the LDI program on August 15 in Durham. When you see these graduates in the medical center, please congratulate them on completing the LDI program and for their support of the Paralyzed Veterans Wheelchair Games.



(Right) Elaine Nestell, Fayetteville VAMC Primary Care Nurse manager registers Veterans at computer terminal number 12 during the National Wheelchair Games.

David Zentmayer is the Fayetteville VAMC Coaching & Mentoring/Supervisors Training Coordinator. For more information about these programs, call 910-488-2120 ext. 7377.



WORSHIP SERVICES
IN OUR MEDICAL CENTER CHAPEL
PROTESTANT SERVICE: SUNDAYS 2:00 pm
CATHOLIC MASS: SUNDAYS 11:00 am
MONDAY - THURSDAYS 12:00 pm
All Are Welcome! Contact us at 7031/5906



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POLITICAL ACTIVITY AND THE FEDERAL EMPLOYEE BY THE U.S. OFFICE OF SPECIAL COUNSEL

The Hatch Act governs the political activity of government employees at the federal, state and local levels. Under the Hatch Act, as amended (5 U.S.C. Section 7321, et seq.), most federal and D.C. government employees may take an active part in partisan political management and campaigns. These federal employees:

<p>may be candidates for public office in nonpartisan elections; EXAMPLE: An employee may run for school board in the District of Columbia because school board elections in the District are nonpartisan.</p>	<p>may join and be an active member of a political party or club; EXAMPLE: An employee may serve as a delegate, alternate or proxy to a state or national party convention.</p>
<p>may register and vote as they choose; EXAMPLE: An employee may register to vote Republican and vote for a Republican candidate even though his boss is a Democratic political appointee.</p>	<p>may sign and circulate nominating petitions; EXAMPLE: An employee may collect signatures for the nominating petitions of individuals who are running for public office.</p>
<p>may assist in voter registration drives; EXAMPLE: An employee may assist in a voter registration drive sponsored by the League of Women Voters.</p>	<p>may campaign for or against referendum questions, constitutional amendments, and municipal ordinances; EXAMPLE: An employee may be politically active in connection with a referendum question that seeks to ban smoking in eating establishments.</p>
<p>may express opinions about candidates and issues; EXAMPLE: An employee may write a letter to the editor at the Washington Post which expresses her personal opinion on a candidate or political issue.</p>	<p>may campaign for or against candidates in partisan elections; EXAMPLE: An employee may walk around his neighborhood and introduce a candidate, who is running in a partisan election, to his neighbors.</p>
<p>may contribute money to political organizations; EXAMPLE: An employee may make a monetary contribution to any candidate, political party, club or organization of her choosing.</p>	<p>may distribute campaign literature in partisan elections; EXAMPLE: An employee may stand outside of a polling place on election day and hand out brochures on behalf of a partisan political candidate or political party.</p>
<p>may attend and give a speech at a political fundraiser, rally or meeting; EXAMPLE: When an employee is off duty she may attend and give a speech or keynote address at a political fundraiser.</p>	<p>may hold office in political clubs or parties; EXAMPLE: An employee may serve as a vice-president of a political action committee, as long as the position does not involve personal solicitation, acceptance, or receipt of political contribution.</p>

**HATCH ACT UNIT, U.S. Office of Special Counsel (800) 85-HATCH (202) 254-3650 or visit
web site: <http://www.osc.gov> or http://www.osc.gov/documents/hatchact/ha_fed.pdf
Local information call FVAMC Compliance Officer, Annette Lanier at 910-488-2120 ext. 7358.**



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Fayetteville VAMC prepares to install a \$1.7 million phone system

by Robin DeMark, Fayetteville VAMC Public Affairs

Fayetteville VAMC Veterans and staff have more to cheer about as a project to fully replace the existing telephone switchboard with a new \$1.7 million voice system is slated to kick off this September, ending a three-year wait.

Installation of the private branch exchange system is another critical step toward providing high quality communication systems in support of growth and expansion projects planned for the Fayetteville VA Medical Center campus, two new health care centers and new community based outpatient clinics. The PBX installation will encompass voice systems at the Public Works Commission located on Hay Street, the Village Green Annex and the Veteran Center on Ramsey Street.

“We believe this expandable state-of-the-art voice system will provide Veterans, staff, administration and clinicians servicing our Veterans in the greater Fayetteville community quite well for sometime into the future,” said Matthew Hammaker, National Voice Systems Project Manager for VA Central Office.

Hammaker added that the new NEC SV8500 and SV8300 voice systems will provide new functionality to greatly improve medical care response time for patient service delivery and improve staff efficiency.

For the medical and support staff, new user phone features like ease of operation, voicemail, auto attendant, automated call distribution and better support will be added locally and available in all other clinic locations.

The system will also add unique capabilities for the information technology managers. According to Marine Corps Veteran John Syme, Fayetteville VAMC Telecom Manager, facility systems managers can look forward to new call accounting tools to provide management with call statistics, monitoring and traffic analysis as well as power failure recovery when needed during an emergency. The PBX, using Voice over Internet Protocol capabilities, will communicate through existing data circuits and bypass publically switched phone systems that will provide significant cost savings.

“The new phone system provides us the up-to-date tools necessary to bridge the communications gap with our Veterans,” said Syme. “It still relies on a robust and adequate workforce to field the calls and address the needs of our Veterans.”

The PBX installation is being contracted with Standard Communications, Inc., a Virginia-based service disabled, veteran-owned small business. They are currently supporting more than 100,000 telephones at 220 VA locations and several other Federal agencies across the country.

“I was delighted to see the level of commitment from the Fayetteville VAMC staff at the kickoff meeting,” said company president and Navy Veteran John Moliere. “Elizabeth Goolsby (Fayetteville VAMC Director) and her senior staff understood this project affects each and every member of the administration and clinical staff and she promised to make this project successful. We look forward to working with the Fayetteville folks to make this the most successful installation and cutover we ever undertook.”

The new phone system is expected to be installed by March of 2013.



Fayetteville VAMC Information Technology and Telecommunication Specialists, John Syme and Reggie McCrimmon, verify power and cabling requirements for the new phone system with Stoney Chance, Electrical Sub-contractor. Telephone cabling along the back wall and the existing unit will be removed and replaced with new NEC SV8500 and SV8300 voice systems by March 2013.

KUDOS & CHEERS



**Dear Mr. Britt,
Many nurses and support
staff have called public
affairs to express their
“thanks” to you for
sharing your personal
experiences with all.**

July 10 - Fayetteville Observer Letters to the Editor printed:

“The VA Medical Center is awesome. I had the opportunity to be there three times in the last month, with a stroke, then 70/40 blood pressure and next some heart problems. I had the best treatment anyone could ask to be given. I had a super doctor, Dr. Fine and others, including many wonderful nurses who gave excellent care. I think Sarah Alexander was my head nurse, and she and her crew were awesome. I cannot say enough about the hospital care on 3C and in the Intensive Care Unit. Since it's had a new Director, Elizabeth Goolsby has taken the bull by the horns and done many good things. Dr. Teague, Dr. Lyverly, Qiana Brown, Joyce Alexander-Hines, Dr. Smythe and many more are such fantastic caregivers. Many thanks to all of you. Keep up the improvements, Director Goolsby.”

Robert Britt, Fayetteville

July 23 - To Fayetteville VAMC Public Affairs:

“As many times as I have been in a civilian hospital, I’ve never had the excellent care and treatment that I get here at the Fayetteville VA Medical Center. To those Veterans who are out there complaining, try paying for

“I wish to express my sincere appreciation for the superb service provided by Sharon Sanders at the Veterans Service Office. It is a pleasure to have such a caring and professional as she. Sharon goes beyond her duties to help Veterans such as I, and I really appreciate that,” Joe Turner, SGM, US Army retired.

“I wanted to inform you that every member of the Fayetteville VA staff was outstanding from speaking with the nurse on the phone prior to arriving at the ER, the ER staff, to the fantastic nursing staff on 3C. The ER staff was amazing from the gentlemen at the ER desk, to the nurses and doctors. I'm thankful he said you need to be admitted that first night when I was in horrible pain (knee). I thought if I went home I would be far more miserable. Dr. K and the Orthopedic doctors were great and informative, Both took serious analysis of my situation and the treatment needed. The nurses I can name were Crystal and Mrs. Pintel, but it's no slight to the others during all their shifts. I was in and out with meds but do remember they were all great. Though I listed the health care staff, it's no slight to the other unsung members of the team. Housekeeping services were amazing and very hard working. Mr. Lee obviously stood out the most. He was always positive, had a smile and never failed to mention if there was anything he could do to make it better; just let him know. The visits by the dietitian were unexpected; however, she was engaging to ensure my needs were met or exceeded. The social worker was very informative and pleasant to speak with, she gave me a thorough brief. The Chaplain stopped by and was reassuring and available if needed. If I left anyone out, I apologize. My admittance dates were during June 2012,” v/r SGM (Ret) Robert Wilhoite from Lillington, NC.



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PATIENT ADVOCATE LIAISON PROGRAM

AUDIOLOGY & SPEECH

910-488-2120 ext. 7983

Hearing Aid Appointments

M-F 9-11 am, 1-3 pm

910-822-7938

COMMUNITY BASED

OUTPATIENT CLINICS (CBOCs)

910-822-5192

CBOC Coordinator

Al Scroggins

910-488-2120 ext. 5738

Hamlet CBOC

Mary Dunlap, RN, Clinic Manager

910-582-3536

Jacksonville CBOC

Clell Penny, RN, Clinic Manager

910-353-6406

Wilmington CBOC

Erin Hinson, RN, Clinic Manager

910-763-5979

Robeson County CBOC

Sonya Oxendine, RN, Clinic Manager

910-488-2120 ext. 5593/7889

Village Green Clinic

Theadora Campbell, PA, Provider

910-488-2120 ext. 7998/4020

Rosaida DeJesus, RN

910-488-2120 ext. 4020

Brunswick County

Outreach Clinic

Erin Hinson, RN, Clinic Manager

910-754-6141

COMPENSATION AND PENSION

OFFICE

910-483-9727

Nickevett Carey,

Administrative Officer

DENTAL SERVICE

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910-488-2120 ext. 7030

Robin Burke, Dental Supervisor

DIALYSIS CLINIC

910-483-9727

Patty Chapman-Boyce, RN

Nurse Mgr.

EMERGENCY DEPARTMENT

910-822-7074

Dawn Huffstetler, RN

Assoc. Chief Patient Care Services/

Acute Care

910-488-2120 ext. 7124

ENVIRONMENTAL MANAGEMENT

SERVICE

910-488-2120 ext. 7039

Bonnie Carmichael, Secretary

EYE CLINIC

910-488-2120 ext. 5169/5690

Margie Stanley, MSA

HEALTH ADMINISTRATION

SERVICE

910-488-2120 ext. 7092

Donnie Sanders, Lead PSA

Outpatient Clinics

HEALTH BENEFITS OFFICE

910-488-2120 ext. 7016

Acting Chief, Syfronia McWilliams

HOME TELEHEALTH

910-488-2120 ext. 7162

Shenilla Soloman, RN, MSN

LABORATORY SERVICES

910-488-2120 ext. 5582

Ercilia Hayden, Lab Mgr.

LOGISTICS SERVICE

910-488-2120 ext. 7149

Randy Gray, Supply Tech., ext. 7364

Brenda Griner, Purchase Card

Coordinator, ext. 7149

MCCR (CPAC) Consolidated

Patient Accounts Center

910-488-2120 ext. 7952

Penny Cochran

CPAC Clinical Reviewer

Ms. Ramburt/Mr. Lane

Billing Inquiries ext. 5079/7626

MEDICAL SERVICE

910-488-2120 ext 7037

Adrienne McClurkin

Administrative Officer

Dr. Nasimul Ahsan, Chief

910-488-2120 ext. 7176

MENTAL HEALTH

910-488-2120 ext. 7097

Linda Mathis, Lead PSA

(Admin Issues) ext. 7097

Janine Mason ext. 5078

MILITARY SEXUAL TRAUMA

COORDINATOR

910-488-2120 ext. 5482

Dr. Sylvia Branson Ellis

Suicide Hotline 800-273-8255

NURSING SERVICE

910-488-2120 see extensions below:

3C Head Nurse ext. 7007

4C Head Nurse ext. 7422 or 7005

Nurse Coordinator ext. 7315

Community Living Center

3A Head Nurse ext. 5131

Community Living Center

4A Head Nurse ext. 7710

ICU ext. 7405/7010

NUTRITION & FOOD SERVICE

910-822-7038

Lillian Maupin, Program Asst.

910-488-2120 ext 7038

PHARMACY SERVICE

910-822-7014 or 7015

910-488-2120 ext 7014

Jennie Christian

Automated Pharmacy Line

910-488-2120 ext. 7045



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PHYSICAL MEDICINE & REHAB

910-482-5249

Occupational Therapy

910-488-2120 ext. 7330

Brenda Montalvo

POLYTRAUMA CASE MANAGER

910-488-2120 ext. 5907

Delva Vereen, RN

PRIMARY CARE CLINICS

910-482-5068

BRAVO Clinic

910-488-2120 ext. 7004/7842

James Scott Smith, RN

910-488-2120 ext. 7695

DELTA Clinic

Pearline Reid, RN

910-488-2120 ext. 5674/5287

DOGWOOD Clinic

Lillian Ortiz

910-488-2120 ext. 7001/7746

INDIGO Clinic

Tarita Hughes, RN

910-488-2120 ext. 7432

Julia Mosley, RN

ext. 7139/7916

DIABETIC MANAGEMENT

910-488-2120 ext. 5526/5141

PRIMARY CARE SERVICE

910-482-5192

Rebecca Cockman

PCMM Coordinator

910-488-2120 ext. 7172

Administrative Officer ext. 5068

PROSTHETICS SERVICE

Sonjia Averitte, VA Prosthetics

910-488-2120 ext. 7946 or 7018

RADIOLOGY SERVICE

910-482-5065 ext. 7069

LeaAnn Pelfrey

Radiology Secretary

RELEASE OF INFORMATION

910-488-2120 ext. 7485

Wanda McLemore, Medical Records

RURAL HEALTH OUTREACH

910-488-2120 ext. 5085

Mark Wallace, Outreach Coord.

SOCIAL WORK SERVICES

910-822-7960

Carolyn Diaz, Chief of Social Work

910-488-2120 ext. 7106

SPINAL CORD INJURY CLINIC

910-488-2120 ext. 5396/5190

Deb Gross, NP

SURGICAL SERVICE

910-482-5025

Barbara Bylicki, Surgical

Nurse Manager, Operating Rm

PATIENT CARE SERVICES

Dejuana Cherry, RN

VA POLICE

910-822-7922

910-488-2120 ext. 7404

Deloris Murray, Administrative

Support Assistant

910-488-2120 ext. 7996

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910-488-2120 ext. 7997

Debra Young, Interim Program Mgr.

Dr. Lisa Cox, MD, Medical Director

910-488-2120 ext. 5152

The newsletter is published on the last Monday of each month.

Please share your story ideas and photos with us. Thank you!

Robin DeMark

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